

Jumbun Microgrid Feedback Survey

Report Card # 2

August 2026



Jumbun Microgrid Survey Results - Report Card # 2

Jumbun Survey #2 – mid-project feedback

Round 2 of the Jumbun Microgrid Project feedback survey was open from mid-April to June 2026. The survey was open mid-project and was promoted at various in-community education sessions and activities that provided the opportunity to yarn with residents, as well as via project updates, posters displayed throughout the community and flyers delivered to mailboxes.

Face-to-face engagement continues to be preferred by the community and activities like the school holiday program, the street art Initiative and Jumbun NAIDOC Day event, provide valuable opportunities to meet and engage with residents. Results show positive feedback on all indicators, with comments including 'I think it's good' and 'Doing a great job' reflecting the general sentiment of the community about the microgrid and the engagement to date. The community have also indicated they would like the project team to continue to focus on ongoing microgrid and energy efficiency education, improved access to project information and advice on community and resident preparations for prolonged outages.

Survey respondents

Again, in round 2 we saw a good level of participation from the community, with a total of 13 unique respondents completing the survey. With only a small population in community, this level of participation demonstrates how engaged the residents of Jumbun are generally and in the project specifically. The level of interest is also reflected in the additional eight respondents wishing to register for project updates, while two indicated they were already registered for updates, and three chose not to register.

All round 2 respondents were eligible for the competition draw and the winner was presented with the prize at the Jumbun NAIDOC Day event.

Survey questions and results – what our stakeholders think

The survey consisted of the same nine questions asked in round 1, which focussed on 3 key areas. Respondents were asked to rate how strongly they agreed or disagreed with the statements based on a 5-point Likert scale. The questions fall under three focus areas:

- About the microgrid
- Project information and education
- Engagement and trust

Here's what the community had to say:



About the microgrid**I know what a microgrid is and how they work**

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 17 Respondents			17.6% (3)	52.9% (9)	29.4% (5)
Round 2 – 13 Respondents			23.1 (3)	38.5% (5)	38.5% (5)

I am satisfied with the reliability of our power supply

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 17 Respondents		5.9% (1)	29.4% (5)	41.2% (7)	23.5% (4)
Round 2 – 13 Respondents			30.8% (4)	38.5% (5)	30.8% (4)

A microgrid is good for our community

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 17 Respondents		5.9% (1)	29.4% (5)	23.5% (4)	41.2% (7)
Round 2 – 13 Respondents				53.8% (7)	46.2% (6)

Project information and education**The information that Ergon is telling me about our power supply, and the microgrid, is easy to understand**

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 17 Respondents			11.8% (2)	35.3% (6)	52.9% (9)
Round 2 – 13 Respondents				46.2% (6)	53.8% (7)

Getting access to information about the microgrid is easy

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 17 Respondents			11.8% (2)	47.1% (8)	41.2% (7)
Round 2 – 13 Respondents			23.1% (3)	38.5% (5)	38.5% (5)

My community is well prepared for natural disasters and longer power outages

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 17 Respondents		11.8% (2)	23.5% (4)	35.3% (6)	29.4% (5)
Round 2 – 13 Respondents			38.5% (5)	38.5% (5)	23.1% (3)

Ergon Energy Network acknowledges the Traditional Custodians of the land on which we live and work, and recognise their continuing connection to land, waters, and community. We pay respects to Elders past and present.

Engagement and trust**Ergon is willing to listen to us, and work with us, to find solutions**

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 🙂	Strongly agree 😊
Round 1 – 17 Respondents			11.8% (2)	41.2% (7)	47.1% (8)
Round 2 – 13 Respondents				46.2% (6)	53.8% (7)

I can trust Ergon to do the right thing by me and my community

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 🙂	Strongly agree 😊
Round 1 – 17 Respondents			5.9% (1)	47.1% (8)	47.1% (8)
Round 2 – 13 Respondents				23.1% (3)	76.9% (10)

Ergon is willing to include our community in the project engagement planning

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 🙂	Strongly agree 😊
Round 1 – 17 Respondents			5.9% (1)	47.1% (8)	47.1% (8)
Round 2 – 13 Respondents				38.5% (5)	61.5% (8)

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